

Hertz New Zealand FAQs

Card Surcharge

Rentals paid for by credit card will be subject to a 2.53% including GST card processing fee.

Drivers License Requirements

NZ law requires a current foreign drivers' licence in another language also be accompanied by an English translation or an International Drivers Permit. This translation must be provided by an authorised service or nominated authority. For information please click [here](#)

After Hours Returns

Customers can return vehicles after hours to most locations across New Zealand by depositing the keys in the secure drop-box provided. Please click [here](#) to see the locations that have restricted access after-hours.

Insurance & Waivers

Accident Damage Excess

Rates include LDW which provides cover for theft and/or damage to the Hertz vehicle and/or Third-Party Property, as long as you comply with the rental terms and conditions.

In the event of damage, an Accident Damages Excess (ADE) will apply per incident regardless of fault. This is the amount the renter contributes towards the loss or damage.

The ADE is currently -

- \$4,200.00 inc GST for car classes B2, D, E, F, G and J
- \$5,200.00 inc GST for car classes H, J2, K, L, M, U4, V, V1 and X
- \$7,200.00 inc GST for car class M5

In the event of any damage, the full ADE amount will be charged to the renter's nominated Credit Card, should the renter choose not to reduce their excess with either SuperCover, MAX or Accident Excess Reduction (AER).

Once the vehicle is returned, should no damage have been incurred, no excess will be charged.

Cash hires are required to leave the full ADE amount, plus a bond of NZD \$300 at pick-up, should the renter choose not to reduce their excess with either Renter Protection Package (PKG) or Accident Excess Reduction (AER).

Accident Excess Reduction (AER)

AER reduces the Accident Damage excess* to -

- \$600.00 for Vehicle Classes B2, D, E, F, G and J
- \$1,000.00 for Vehicle Classes H, J2, K, L, M, U4, V, V1 and X
- \$1,500.00 for Vehicle Class M5

*Corporate rates may vary so please check at time of reservation.

Liability Cover

Hertz provides NZD \$10,000,000 liability cover toward property belonging to a 3rd party excluding passengers in the Hertz vehicle.

Loss Damage Waiver (LDW)

Rates include LDW which provides cover for theft and/or damage to the Hertz vehicle and/or Third-Party Property, as long as you comply with the rental terms and conditions.

In the event of damage, an Accident Damages Excess (ADE) will apply per incident regardless of fault. This is the amount the renter contributes towards the loss or damage.

The ADE is currently -

- \$4,200.00 inc GST for car classes B2, D, E, F, G and J
- \$5,200.00 inc GST for car classes H, J2, K, L, M, U4, V, V1 and X
- \$7,200.00 inc GST for car class M5

In the event of any damage, the full ADE amount will be charged to the renter's nominated Credit Card, should the renter choose not to reduce their excess with either SuperCover, MAX or Accident Excess Reduction (AER).

Optional Renter Protection Services

At selected locations, you may purchase Optional Renter Protection Services to increase your level of cover. For the highest level of cover, Hertz recommend the SuperCover Package.

SuperCover

Super Cover reduces the Accident Damage Excess to ZERO and includes the following:

- Premium Roadside (PRAC)
- Young Driver Surcharge
- Glass and Tire Cover
- Lost Property Postage
- Additional Driver Fee
- External Damage Assessment Fee

SuperCover is not available on Vehicle Class M5.

Premium

Premium reduces the Accident Damage Excess to ZERO and includes the following:

- Premium Roadside (PRAC)
- Glass and Tyre Cover
- Additional Driver Fee
- External Damage Assessment Fee

Premium is not available on Vehicle Class M5.

Max

Max reduces the Accident Damage Excess to ZERO and includes the following:

- Glass and Tyre Cover
- Additional Driver Fee
- External Damage Assessment Fee

Max is not available on Vehicle Class M5.

Accident Excess Reduction (AER)

AER reduces the Accident Damage excess to: -

- \$600.00 for Vehicle Classes B2, D, E, F, G, I and J
- \$1,000.00 for Vehicle Classes H, J2, K, L, M, U4, V, V1, V5 and X
- \$1,500.00 for Vehicle Class M5

*Corporate rates may vary so please check at time of reservation.

Refueling Options

Hertz provide you with a full tank of fuel at time of rental and options are available for replacing the fuel you use.

Options include -

Fuel Purchase Option (FPO): Customers can purchase the tank of fuel in the car at the time of rental, return the car with any fuel level, and incur no additional refuelling charges. When customers accept FPO, they purchase a full tank of fuel and will not receive a refund for any unused fuel at return. FPO is generally best suited to customers who anticipate driving 250 or more kms during the rental.

Fuel Purchase Option (FPO) Half tank: Customers can purchase half a tank of fuel in the car at the time of rental, return the car with half a tank of fuel. Customers will not receive a refund for any unused fuel at return. Available at all locations.

Re-fuelling Service Option (FCL)

A refueling service is offered for your convenience when you choose to return the vehicle with less than a full tank of fuel. Hertz will refill the vehicle for you and the refueling service charge will be added to the cost of the rental. This option is available at all Hertz locations, however fuel charges may vary by location.

Renter Refills Vehicle

You may personally refill the tank at a petrol/fuel station with the correct fuel for the vehicle, using either unleaded or diesel according to which fuel the vehicle takes. Make sure you check the refill with the correct type of fuel for the rental vehicle. This must be done immediately prior to returning the vehicle to a Hertz location.

Method of Payment

A credit card surcharge of 2.53% including GST will apply to rentals.

Acceptable form of payment via the internet is limited to major charge or credit cards or credit card information contained in your Hertz Gold Plus Rewards Profile.

A credit card is required to reserve a vehicle; however, you may opt to pay with a debit card or cash* upon return of rental vehicle, if desired.

At the time of rental, an authorisation is obtained on your charge/credit card based on the estimated rental charges. You must have enough credit on your card to cover all charges plus a bond of \$200.00.

Acceptable credit/charge cards*

- American Express
- Mastercard
- Visa
- EurocardOptima-Amex
- Vector-MC
- Hertz Charge Card

Visa/Mastercard Reward Debit Cards are not acceptable at time of booking. Travelex cards are not accepted as a form of payment.

****Unfortunately, Diners has withdrawn their acquiring services with our payment provider so we are unable to accept Diners cards after 31 March 2020.***

Age Restrictions

The minimum rental age is 18 years* for the B2,D,G,F2,F and I .

The minimum rental age is 21 years for the H, J, J2, K, U4, V and V1.

The minimum rental age is 25 years for the M, M5,V5 , X.

Renters must have held their full licence for at least 12 months.

The minimum rental age and other requirements for additional drivers will be the same as for the renter.

Age Surcharge

An Age Surcharge will apply for all drivers, whether Additional Authorised Drivers or on the rental agreement, who are aged between 18-20yrs.

Cost: \$20.00 per day including GST.

Driver's Licence

At time of rental you must present a valid driver's licence appropriate for the vehicle you are intending to drive.

NZ law requires you to carry your driver's licence with you whenever you are driving as well as requiring that your licence be in English.

If your driver's licence is in any language other than English it must be accompanied by an English translation or an International Drivers Permit. This must also be produced before renting a vehicle.

Licence translation (into English) must be provided by -

A NZ Transport Agency authorised translation service, or

A diplomatic representative at a high commission, embassy or consulate, or

The authority that issued the overseas licence.

The following documents may also be acceptable as a translation -

An International driving permit – issued in accordance with a United Nations Convention on road traffic

A translation document issued by a Notary Public Office in China.

Please find the link below to NZTA approved translators -

<https://www.nzta.govt.nz/driver-licences/new-residents-and-visitors/approved-translators/>

The above also applies to all named additional drivers.

It is recommended that you arrange a translation before arriving to collect a vehicle – this will eliminate delays or potential refusal to provide you with a vehicle.

A learner, provisional or restricted licence is not an accepted licence to rent a vehicle from Hertz.

GRACE PERIOD

You may be charged an extra day's rental for each 24 hour period entered into following the return time at then current rental rates, although you are allowed a 'grace period' of

0 to 59 minutes late: no charge

60 to 119 minutes late: 1/2 of daily rental charge for that vehicle

120 minutes to one day late: daily rental charge for that vehicle

One Way Rentals

One-way rentals are those that pick up in one city and return to another city or location.

Availability of a one-way rental is based on the location's restrictions and the vehicle type being taken one-way.

The exact drop fee amount can be located by hitting submit. Then under the total cost follow the link 'More Details About Your Quote'.

Rental Requirements and Restrictions

You must meet the minimum age restrictions, present a valid driver's licence and possess an acceptable credit/charge card in your name. See Method of Payment, Age Restrictions and Driver's Licence sections.

Cars are driven on the left side of the road.

Hertz vehicles cannot cross between the North and South Island. You will need to leave your vehicle at Hertz Picton or Wellington ferry location and collect another vehicle once you have crossed the Cook Strait. For further information refer to Traveling Inter-island section.

OPENING HOURS

The Hertz ferry terminal locations are not open to meet every ferry. Staff will meet the late ferry by prior arrangement only. A NZ\$50 +GST fee applies to bookings that require us to meet a ferry after 18:00. If the last ferry is running late, please phone the branch to discuss pick up arrangements.

SOUTH ISLAND – Picton Ferry Terminal Office. Opening hours: Mon – Sun 08:00 – 18:00 Phone: (03) 520 3044

NORTH ISLAND – Wellington Ferry Terminal Office. Opening hours: Mon – Sun 08:00 – 18:00 Phone: (04) 384 3809

Please check opening hours for other locations.

Additional Services

Hertz Gold Plus Rewards Service Counter

With Hertz Gold Plus Rewards we have a car ready and waiting for you at over 1000 Gold locations worldwide. Hertz Gold Plus Rewards is the hassle-free way to rent a car around the world. There's no paper work to deal with, no long queues – nothing to slow you down.

When you reach your destination, go to the special Hertz Gold Plus Rewards designated counter. Show your Driver's Licence to the Hertz service representative, who will hand you your keys along with your pre-printed rental agreement with your pre-selected car class, optional services and credit card taken care of. Then simply proceed to your car and drive off.

See Hertz Gold Plus Rewards in location index for availability.

Hertz Gold Plus Rewards

Hertz Gold Plus Rewards members get rewarded. The more you rent the more you earn.

With Hertz Gold Plus Rewards service there is no more waiting at the counters or paperwork to complete. As a Hertz Gold Plus Rewards member you can enjoy -

Hassle-free and fast track rental service.

Privileged and personal treatment every time you rent a Hertz car in Australia and around the world.

Dedicated reservation and customer service agents.

Faster reservations – however you choose to make a booking, be it online or via the phone, you'll spend less time doing it.

Earn one Hertz Gold Plus Rewards point for every qualifying U.S. dollar spent on Hertz rentals at locations worldwide and one Free Weekend Day starts at just 550 points.

Members also enjoy benefits that include -

Use your points on a wide range of car classes, destinations and one-way rentals

There's Any Day Rewards with no blackouts

Redeem your points on hertz.com.au anytime

Transfer points as many times as you want to your spouse or domestic partner

Child Seats

Infant (Baby)/Child Seats

Approved by New Zealand safety standards for children between 0 months - 1 year. For use in the rear seats of vehicles only. Seats are usually installed prior to the renters arrival, however it is the renter's responsibility to check installation.

Cost: \$59.80 including GST per rental

This seat is not a baby capsule. It is a convertible rear facing child seat. Please put child's age in the 'Customer Remarks' field when making your reservation.

New Zealand law requires all children under 7 years to be restrained by an approved child restraint.

Child seats

Approved by New Zealand safety standards for children between 1 - 4 years. Recommended for use in the rear seats of vehicles only. Seats are usually installed prior to the renters arrival, however it is the renter's responsibility to check installation.

Cost: \$59.80 including GST per rental

Please put child's age in the 'Customer Remarks' field when making your reservation.

New Zealand law requires all children under 7 years to be restrained by an approved child restraint.

Booster seats

Approved by New Zealand safety standards for 15-36kg weight range and 96-145 cm in height and aged approximately between 4 - 12 years. Recommended for use in the rear seats of vehicles only. Seats are usually installed prior to the renters arrival, however it is the renter's responsibility to check installation.

Cost: \$59.80 including GST per rental

This seat is a fully backed booster seat which is height adjustable to fit children up to 12 years. It features a contoured back to fit all vehicles. It uses the vehicle's seat belts and therefore has no harnesses.

New Zealand law requires all children under 7 years to be restrained by an approved child restraint.

Children 8 and over must wear a seat belt.

Hertz NeverLost – New Zealand

Featuring fast, accurate route calculation, the most up-to-date national maps you can drive with confidence with the remarkable NeverLost® in-car navigation unit as your guide.

The NeverLost unit identifies exactly where you are at any time, and shows and tells you how to get to wherever you want to go.

Features:

- Compact and easy to install and enter destinations
- Anti-glare high resolution 4.3” touch screen
- Anti-shake docking station & bracket
- Intelligent Key word search
- Advanced Points of Interest search
- Premium guidance with advanced mapping information
- Safety alerts
- Fuel efficiency mode

NeverLost is available at all locations to availability for a daily cost of \$12.60 inclusive of GST.

If an after hours return, leave unit in the glove box and lock the vehicle.

NeverLost units can be taken one-way.

Multi Island rentals are NOT available with these units. NeverLost equipment must NOT be taken across the Cook Strait. The renter must return the NeverLost® equipment to the Hertz counter or leave it in the glove box of the first vehicle and pick up another unit with their second vehicle after they have crossed the Cook Strait.

If the renter takes the NeverLost® Equipment across the Cook Strait \$57.50 inclusive of GST relocation fee will be charged.

For further information contact Hertz Reservations on 0800 654 321

Ski Equipment New Zealand

Available at selected locations.

Chains

Cost per Day: \$17.25 inclusive of GST (Capped at 5 days)

Maximum Charge: \$85.25 inclusive of GST

Ski Racks/Snowboards

Available on all vehicles except Groups B (Economy Sedan/Hatch) and K (Passenger Van)

Cost per Day: \$17.25 inclusive of GST (Capped at 5 days)

Maximum Charge: \$86.25 inclusive of GST

Ski Racks and Chains

Available on all vehicles except B and K (as above)

Cost Per Day: \$34.50 inclusive of GST (Capped at 5 days)

Maximum Charge: \$172.50.50 inclusive of GST

Fees and Surcharges

Tax

A Goods and Services Tax (GST) of 15% applies to any rental in New Zealand.

Credit Card

A credit card surcharge of 2.53% including GST will apply to rentals.

Airport Concession / Ferry Terminal Fee Recovery

An Airport Concession / Ferry Terminal Fee Recovery (ACFR) will apply at all Hertz airport and ferry locations. Multi-Island hires will incur a Ferry Terminal Fee upon pickup on the second island.

The fee is \$46.00 inclusive of GST.

At the following Airport Locations, the Airport fee is \$51.75 inclusive of GST -

- Auckland Airport
- Wellington Airport
- Christchurch Airport
- Queenstown Airport

Remote Locations

A Remote Location Fee of \$46.00 including GST applies to rentals commencing at -

- Kerikeri
- Gisborne
- Hastings

A Remote Location Fee of \$28.75 including GST applies to rentals commencing at -

- Kawerau

After Hours

After hours vehicle pick up is available at most Hertz locations by request, a \$57.50 including GST opening fee will apply.

Additional Drivers

There is an extra charge of \$5.50 for additional drivers in New Zealand.

Anyone can become an additional driver provided they -

Meet the age requirements of the rental

Can present a current full driver's licence

Sign an additional drivers form to be attached to the rental agreement. This can be done at any Hertz office at any stage of the rental.

Additional drivers hiring under contract rates do not need to present their licence or sign an additional driver form - providing the primary driver has fulfilled the requirements of hiring a hertz vehicle.

Airport Concession / Ferry Terminal Fee Recovery (ACFR)

An Airport Concession / Ferry Terminal Fee Recovery (ACFR) will apply to all rentals that start from a Hertz Airport or Ferry location.

This fee will only be charged on pick-up, not return.

The fee is \$46.00* inclusive of GST.

At the following Airport Locations, the Airport fee is \$51.75* inclusive of GST -

- Auckland Airport
- Wellington Airport
- Christchurch Airport
- Queenstown Airport

Multi-island hire will incur an Airport/Ferry Terminal fee Upon pick-up on the second island. \$46 inclusive of GST.

*Corporate rates may vary so please check at time of reservation.

This fee partially reimburses Hertz for fees imposed by the Airport / Ferry facility owners.

Toll Roads

There are three toll roads in New Zealand. One is the Auckland Northern gateway north of Auckland between Silverdale and Puhoi. The other two are the Tauranga Eastern Link toll road and the Tauranga Takitimu drive. In each case there are alternative, non-tolled roads.

Tolls can be paid through Hertz New Zealand. Please advise Hertz that you will use, or have used, a toll road.

Hertz will charge \$6.90 inclusive of GST per rental for the toll, regardless of how many toll trips occurred during the rental.

A toll trip can be prepaid via the toll company if desired. To do this, visit www.tollroad.govt.nz or call 0800 40 20 20 (free phone call within NZ).

Once the trip has occurred, the only option is to pay via Hertz New Zealand.